



# State of Kansas Technical Difficulties

*Statewide Management, Accounting and Reporting Tool*



## **What DO I DO?:**

- Do not panic! Everyone in your classroom has experienced technical difficulties at their own desk.
- Call the contact person at the facility (information provided in the Facility Table spreadsheet on the trainer/driver web page). Remember that these folks are volunteering their resources the same as you are volunteering. Let them know you are having issues, but be aware that they may also have other situations in their building now. If they are unable to help immediately, try to be patient.
- Take a deep breath.
- Do what you can to solve the problem, but then you may need to adapt.

## **PC Issues**

- If the issue is with only a few PCs and there are open seats, try moving a participant.
- If the issue is with only a few PCs, but the room is full, ask participants to double up until the issue is resolved. They can take turns “mousing” the walkthrough versus the exercise.
- Offer your PC to a participant who does not mind working from the overhead.
- If the issue is with the whole classroom and the technical staff is working on it, take a short break.
- If the issue is stopping class and you do not seem to be getting any resolution, call me.
- Any non-functioning equipment needs to be reported so that an attempt can be made to fix it before the next day.

## **LCD or Power Point Issues**

- If the issue is with the LCD projector, the participants have the short cut to the course catalog on their desktop. They could pull up the power point slides on their desktop.
- If the issue is with the power point slides, remember that the key concepts are in the participant guide. It is not ideal, but you could use the participant guide as a backup to the slides.

## **Activity Data Issues**

- If you have a minor glitch such as a warning message, move on. “Let’s try it again.” Alternatively, “I’m not sure why that happened. Let me know if it happens again.” are some phrases you can use in this situation.
- If an entire activity is not working for anyone in the class, focus on whether they have learned the task in a corresponding activity. For example, you have already done the walkthrough, but the activity is not working. Alternatively, ask yourself, “Do I have a UPK for this topic?” Something I might say, “I’m not sure why this happened to all of us. I am glad we can get the information we need from the UPK (or walkthrough). I’ll let the SMART Training Team know about this as soon as class is over so they can look into it.”